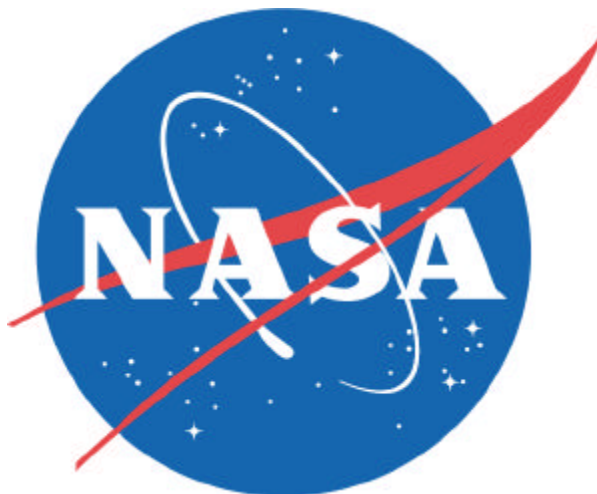


Office Work Instruction

HOWI 1410-U018 REV. B
April 18, 2000

Responsible Office: UM/Space Utilization and Product Development Division

Subject: Formulation and Approval of OLMSA Office Work Instructions



OFFICE WORK INSTRUCTION

**FORMULATION AND APPROVAL OF
OLMSA OFFICE WORK INSTRUCTIONS**

Original Approved and Signed by:

Arnauld E. Nicogossian
Associate Administrator
Office of Life and Microgravity Sciences and
Applications

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DOCUMENT HISTORY LOG

Status (Baseline/ Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		2/5/99	
Revision	A	4/30/99	Incorporates changes made in response to comments from the Code U review and the DNV Pre-Assessment Report.
Revision	B	7/26/99	Incorporates changes to apply additional configuration and control procedures and further defines roles and responsibilities. For further detail concerning these changes refer to the OLMSA Management Information Page at: http://www.hq.nasa.gov/office/olmsa/iso9k/iso9k.htm and read the material contained in "OLMSA ISO Management Control" Corrects page connector symbols on process maps.
Administrative Change	B	4/18/00	Administrative change to section 6 step 2 replacing http site with direct access to HQ ISO 9001 template location

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1. Purpose

This Office Work Instruction (OWI) defines the process used by the Office of Life and Microgravity Sciences and Applications (OLMSA) for creating, revising and approving OWIs utilized within OLMSA.

The Associate Administrator (AA) for the Office of Life and Microgravity Sciences is responsible for maintaining this document. The controlled version of this OWI is available on the World Wide Web via the NASA Headquarters (HQ) ISO 9000 Web Site at <http://hqiso9000.hq.nasa.gov>. By definition, any printed version of this OWI is uncontrolled. The AA or his/her designee submits any proposed revision to this manual. The AA or his/her designee, authorizes approval of the revision after an internal review by the HQ Document Control Board as outlined in HCP1400.1 Document and Data Control (See reference 4.1).

2. Scope and Applicability

This OWI applies to all existing or proposed OWIs which apply to OLMSA.

3. Definitions

- 3.1 Corrective Action System (CAS): A system for reporting both product and process problems which may require corrective action. It is also used for screening, tracking, and documenting corrective actions taken and their effectiveness.
- 3.2 Document Control Board (DCB). A functional body within HQ Quality System responsible for: 1) directing the review, approval and implementation of all baseline documents; 2) revision and cancellation of and deviations and waivers for Level 1 and 2 documents; and, 3) the review of all Level 3 documents.
- 3.3 Document Management System (DMS): An electronic process for review, concurrence and posting of Headquarters Common Procedures (HCPs), Office Work Instructions (OWIs) and the Quality System Manual (QSM).
- 3.4 Nonconformance Reporting System (NCR): A system used to report nonconformances identified during internal audits, provide corrective action responses, and document follow-up for closure.
- 3.5 Process Author: Enterprise employee with primary responsibility for creating, revising and coordinating review and approval of OLMSA OWIs

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- 3.6 Process Owner: The Process Author's first line supervisor/manager unless otherwise designated by the Associate Administrator/Deputy Associate Administrator of OLMSA. The process owner is responsible for approving new and revised OWIs prior to release for review and concurrence by the OLMSA Board of Directors (BOD). A list of process owners and authors is available at the "OLMSA Management Information Page", see 3.8 for the http address.
- 3.7 ISO Lead: The ISO Lead is the OLMSA ISO 9001 Project Manager who provides overall leadership of OLMSA ISO activities and is the author of HOWI-1410-U018.
- 3.8 OLMSA Management Information Page: The central OLMSA internet location used to access ISO information, documents, procedures, announcements and policy. The internet location is: <http://www.hq.nasa.gov/office/olmsa/iso9k/iso9k.htm>

4. Reference Documents

The following documents contain provisions that, through reference in this OWI or in policy or procedure documents, constitute the basis for the documented procedure. These documents are available at: <http://hqiso9000.hq.nasa.gov>

- 4.1 HCP 1400-1, Document and Data Control
- 4.2 HCP 1280-2, Headquarters Corrective and Preventive Action System
- 4.3 HQSM 1200-1, Headquarters Quality System Manual

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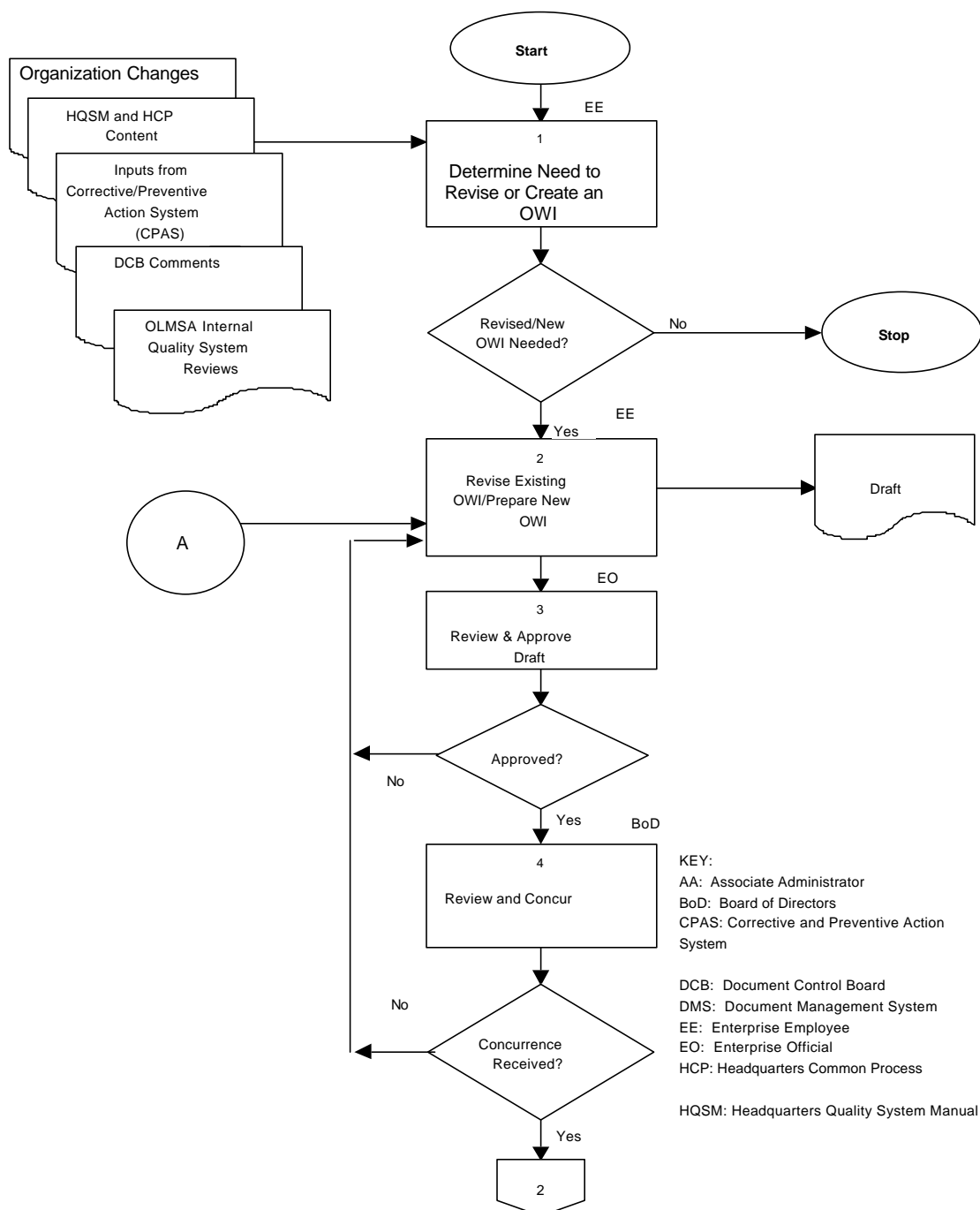
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5. Flowchart



KEY: Quality Records are Designated by (*)

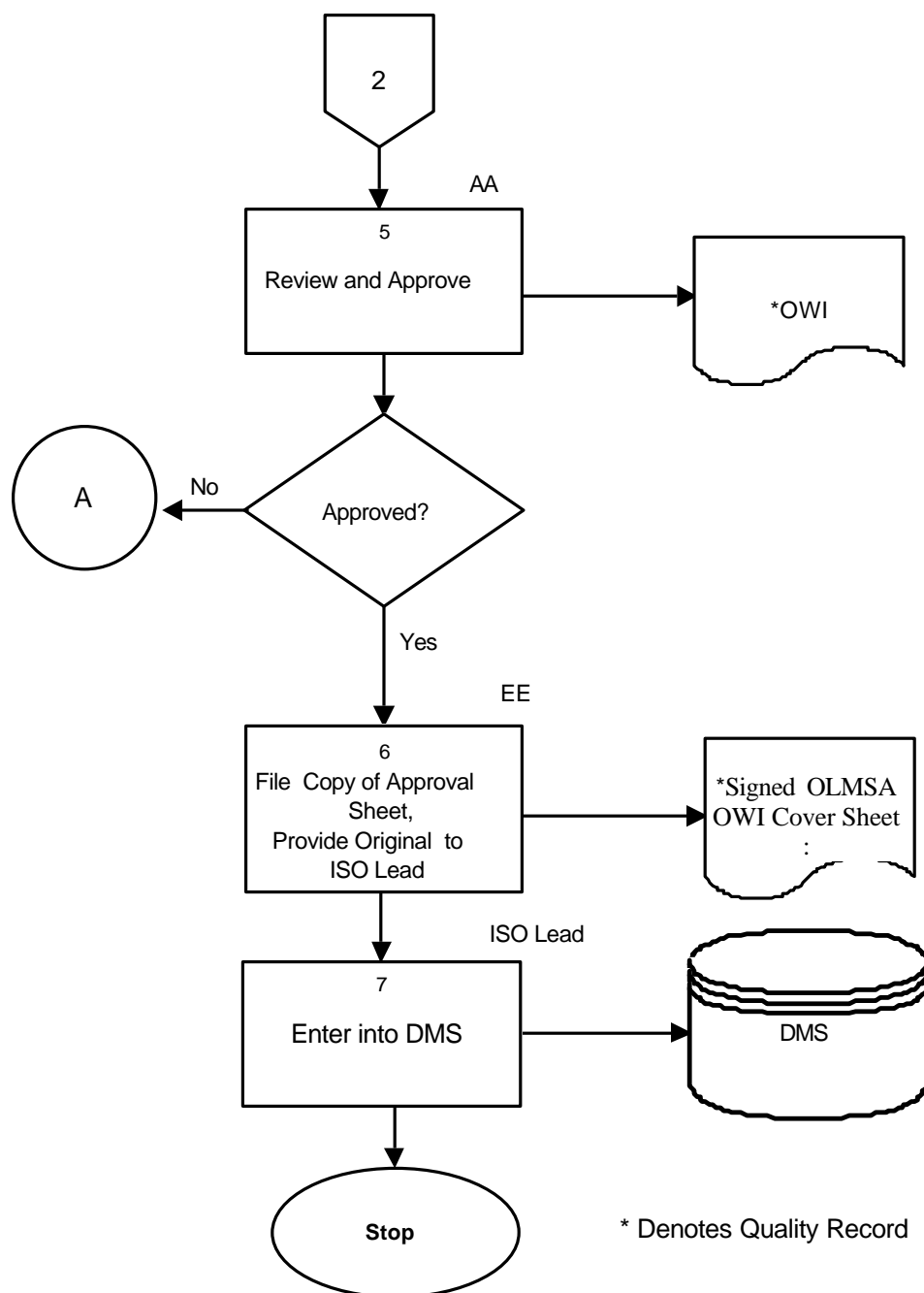
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* Denotes Quality Record

KEY: Quality Records are Designated by (*)

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6. Procedure

The following table describes the process depicted in the flowchart in Section 5. The numbers at the left of the table correspond to the numbers in the activity boxes in the flow chart.

#	Responsible Party	Activity Description
1	Enterprise Employee	<p>Determine need for new OWI or revision to existing OWI based on::</p> <ul style="list-style-type: none"> • Changes in the OLMSA organization • Changes directed by HQ Quality System Manual (HQSM) and Headquarters Common Process (HCP) documentation • Corrective and Preventive Action System (CPAS) actions and reports • Document Control Board (DCB) comments • Actions from internal reviews of the OLMSA Quality System and their corresponding OWIs <p>Consult with OLMSA ISO Lead for guidance and to determine needed action. Consult with Enterprise Official, as required. If it is determined that no action is required, the activity is terminated.</p>
2	Enterprise Employee (Process Author)	<p>Revise existing OWI or draft new OWI. If a current OWI requires revision, obtain the master Word 6 and Top-Down process map for editable files. Guidance concerning the location of the Word 6 and Top-Down process maps can be found on the <i>OLMSA Management Information Page</i> site on the internet at the following address:</p> <p>http://www.hq.nasa.gov/office/olmsa/iso9k/iso9k.htm</p> <p>Enter the "OLMSA ISO Management and Control" site then enter "Editable OWI Word_6/Process Maps" to gain specific information concerning procedures to access editable files.</p> <p>If a new OWI is needed, obtain a template from the OLMSA ISO Lead or access the following site on the internet to obtain a project office version::</p> <p>http://hqiso9000.hq.nasa.gov/template.doc</p>
3	Enterprise Official (Process Owner)	<p>The Process Author presents a revised or new OWI to the Process Owner.</p> <p>The Process Owner reviews the revised or new OWI. If the revised or new OWI is not approved, it is returned to the process author to incorporate comments and recommendations, to generate a new draft OWI. Repeat Step 2, as required, to incorporate comments from the Process Owner.</p> <p>If the revised or new OWI is approved by the Process Owner, the process owner signs the draft and returns the draft to the process author. The process proceeds to prepare the OWI for approval.</p>

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- | | | |
|---|---|--|
| 3 | Enterprise Official
(Process Author) | Once the Process Owner has approved a revised or new OWI, the process author transfers the final draft file to a folder on the DATA1 Code_U server nested within the primary folder A/ISO9001 named "OWI Drop Folder". The process author will send an e-mail to the OLMSA ISO Lead acknowledging the OWI is ready for BOD review. |
| | ISO Lead | The ISO Lead notifies the BOD via e-mail that the new or revised OWI is ready for review and concurrence and communicates where the OWI file is posted on the DATA1 Code_U server. |
| 4 | Board of Directors | <p>BOD members will have three business days to provide comments to the process author. If no comments are received, the draft will be considered concurred upon and ready for review and approval by the Associate Administrator (AA) or Deputy Associate Administrator (DAA).</p> <p>If the revised or new OWI is not approved, comments are provided to the process owner. The process owner reviews the comments and releases the new or revised OWI to the process author. Repeat Steps 2 & 3, as required, to incorporate comments from the BOD.</p> |
| 5 | Enterprise Employee
(Process Author) | Present revised or new OWI to AA/DAA for signature. |
| | Associate
Administrator | <p>Signs the cover sheet of the new or revised OWI. The signature authorizes entry of the OWI into the HQ Document Management System. (Final Approval can be delegated only to the Deputy Associate Administrator.)</p> <p>If the revised or new OWI is not approved, comments are provided to the process owner. The process owner reviews the comments and releases the new or revised OWI to the process author. Repeat Steps 2 & 3, as required, to incorporate comments from the AA.</p> |
| 6 | Enterprise Employee
(Process Author) | A copy of the signed hard copy cover sheet of the approved OWI is filed by the process author and the original signed hard copy cover sheet is sent to the OLMSA ISO Lead. An electronic copy of the approved OWI and the process map is sent to the ISO Lead from the process author for processing the master OWI files in to the HQ Document Management System and to execute OLMSA internal configuration and control procedures. |
| 7 | ISO Lead | Enter approved OWI or OWI revision into the Document and Data Control System and execute OLMSA internal configuration and control procedures. |

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7. Quality Records

<i>Record Identification</i>	<i>Owner</i>	<i>Location</i>	<i>Media Electronic/ Hard Copy</i>	<i>Schedule and Item Nos.*</i>	<i>Retention/ Disposition</i>
<u>OWI</u> : Office Work Instructions	OLMSA	DMS	Electronic http://hqiso9000.hq.nasa.gov	Schedule 1, Item 72.A	Permanent Retire to FRC 1 year after becoming obsolete or superseded. Transfer to NARA in 5 year blocks when 20 years old.
Signed OLMSA OWI Cover Sheet : (Authorization to Proceed into HCP 1400.1 Process)	Enterprise Employee (Process Author)	8U38	Hard Copy	Schedule 1, Item 72.A	Permanent Retire to FRC 1 year after becoming obsolete or superseded. Transfer to NARA in 5 year blocks when 20 years old.

* Quality Records are retained in accordance with the referenced schedule and item number from NPG 1441.1, *NASA Records Retention Schedules*